

## Virginia Election and Registration Information System (VERIS)

### RFP 2004-035 – Questions/Comments/Concerns from Potential Offerors 3rd Issuance (06/30/04)

Q #	RFP, Section Or Paragraph	Question & Answer
C5	1.12	<p>The RFP asks for a signed Trading Partner Agreement. Where in our response should this document be placed?</p> <p>COV Reply: The location is not significant as long as its location is referenced within the section addressing the Trading Partner Agreement.</p>
C6	4.01	<p>Does the statement "No other sections may be submitted" preclude the vendor from including information about optional offerings or appendices that provide further relevant information for the Commonwealth's consideration?</p> <p>COV Reply: The Commonwealth asks that you keep your proposals according to the organization and format. It would appear that optional offerings and/or appendices could be referred to from within a noted section provided.</p>
C7	4.01	<p>The RFP requests that resumes be included in both Section E and Section L. In which location would the Commonwealth prefer resumes to be placed?</p> <p>COV Reply: The resumes should be included in Section 4.01, L: Resume and References for Assigned Personnel.</p>
C8	4.01	<p>The RFP does not include Communications and Change Management as an area for vendors to propose services. This is typically an important part of a project such as this that will fundamentally change the management of Virginia's voter registration process. It is also an area that can significantly impact acceptance of the new system by a broad spectrum of VERIS stakeholders. Should vendors propose Communications and Change Management activities such as creation and maintenance of a Communications Plan? If so, will the Commonwealth amend the RFP to explicitly state what the vendors are expected to propose? Alternately, would the Commonwealth allow vendors to propose these services as an option?</p> <p>COV Reply: The communication plan is considered an integral part of the PMI methodology's facilitating knowledge areas. The Offeror is to discuss the Scope and Change Management as stated in the Appendix B: Technical Requirements, T6.3.</p>
C9	Appendix B: Technical Requirements, General	<p>Some of the questions in Appendix B do not lend themselves to noting "Existing, New, or Unavailable." Please clarify what is meant by these terms for sections like Training and Documentation. Would the</p>

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		<p>Commonwealth like vendors to provide a matrix, where applicable?</p> <p>COV Reply: Offerors should present the information in whatever manner they believe will be most easily understood by the Review Committee.</p>
C10	Appendix A: Business Requirements, B1.9	<p>Requirement is "Provide interfaces to the public and secure SBE web sites for various web applications and directories." Does this requirement refer to the <i>capability</i> to support such interfaces, or does it require us to include pricing for a particular set of interfaces in our proposal? If the latter, please define "various web applications and directories" and list the "public and secure SBE web sites" for which interfaces must be provided.</p> <p>COV Reply: The scope of work only includes providing the interfaces between VERIS and the web applications. Both the public and secure web sites must access data residing in VERIS. SBE maintains four voter web applications:</p> <ul style="list-style-type: none"> <li>• Election Night Results Reporting</li> <li>• Polling Place Look-up</li> <li>• Voter Registration Verification, and</li> <li>• Absentee Ballot Tracking.</li> </ul> <p>In addition, both sites have dynamic content pages (e.g., Local Registration office directory).several web applications and dynamic content pages. Each interface must be secure and should adhere to VITA's established standards.</p> <p>Please see Addendum 1 (revised Appendix B: Technical Requirements) Section T12.1: Interface with State Agencies and other Entities, for a list of interface description, purpose, direction of data, and frequency.</p>
C11	Appendix A: Business Requirements, B3.1 (B) B3.2 (A) B3.2 (B)	<p>Please confirm that Virginia stores the entire SSN rather than just the last 4 digits. Would the Commonwealth consider using a separate unique Voter ID that is automatically generated by the system? (The voter SSN would still be stored in a separate field.)</p> <p>COV Reply: The Commonwealth requires and stores the full SSN (or Registration Number) along with a unique Assigned Number automatically generated by the system (Identification Number). See B3.1 (B) and (C). In addition, for those registrants without SSNs, the system should assign a unique Registration Number and a unique Identification Number.</p>
C12	Appendix A: Business Requirements, B3.6 (D)	<p>Requirement is "Provide the ability to process an add transaction as a transfer-in under certain circumstances." Please explain the work flow under this scenario.</p> <p>COV Reply: Currently, if an earlier voter registration record is found in another locality, and all comparison data match, the record is processed as a transfer and the earlier record is removed from the other locality. An entry for the</p>

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		removed record is shown on the losing locality's next Error & Validation Report as a notice to update vote application manual files.
C13	Appendix A: Business Requirements, B4.4 (B)	<p>Requirement is "Maintain an electronic file of voters extracted with their data as of the date of extraction." Please clarify this requirement. What will this file be used for? In what electronic format should it be maintained? Where will it be maintained: on another computer system, on media (e.g., CD-ROM), etc? What data elements should be included? Which voters are included: all voters or some subset of voters to be defined by the user?</p> <p>COV Reply: The electronic file is used for validating the file received from the third-party vendor providing voting credit.</p>
C14	Appendix A: Business Requirements, B4.5 (A)	<p>Please clarify the meaning of "Upon receipt of file from vendor...." Which vendor (e.g., voting system vendor, electronic poll book provider) is this referring to? How many vendors and file formats must be supported? Please provide further clarification on how poll books are extracted and the workflow the Commonwealth intends to support with this requirement.</p> <p>COV Reply: Please see response to question E15 of the Commonwealth's 1<sup>st</sup> response to questions issued June 23, 2004.</p>
C15	Appendix A: Business Requirements, B6.1 (E)	<p>Requirement concerns bypassing processing when a locality does not have a street file. Under what circumstances would a locality not have a street file? Because street files are an especially powerful and useful part of a voter registration system, we would propose to create street files for those localities during the data conversion process. Is this acceptable?</p> <p>COV Reply: If a locality is not 100% streeted they do not now have a street file.</p>
C16	Appendix A: Business Requirements, B6.3 (C)	<p>Can the Commonwealth confirm that there are no common street names and address ranges within a single zip code?</p> <p>COV Reply: No.</p>
C17	Appendix A: Business Requirements, B6.4 (B)	<p>Requirement is "Automatically create an Address Library from registrant address information." Does this refer to creating an Address Library during the initial data conversion and system implementation? Or is it a general requirement to allow authorized users to create updates to the Address Library as necessary due to new addresses?</p> <p>COV Reply: Both.</p>
C18	T4.1	Please clarify the Contractor's responsibilities for installation and maintenance of the hardware and

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		<p>software in the state data center. Will these responsibilities change if the Commonwealth does not purchase the hardware from the Contractor?</p> <p>COV Reply: If the Commonwealth does not purchase the hardware from the Contractor, VITA will be responsible for installation of hardware, operating system software, and database management system software. However, the Contractor is responsible for the installation and loading of database tables, voters and election data, and VERIS application software.</p>
C19	T4.4	<p>Please clarify the Contractor's responsibility for implementation and maintenance of the network architecture. Are implementation services optional or mandatory? Will these responsibilities change if the Commonwealth does not purchase the hardware from the Contractor?</p> <p>COV Reply: The Commonwealth requires the Offeror to propose the connectivity from the users (in locality and SBE) to the Commonwealth's network. Any hardware purchased by the Commonwealth is the responsibility of the Commonwealth (i.e., to install and maintain).</p>
C20	T6.2	<p>Has a Project Charter been created? If not, will one be created before the project begins?</p> <p>COV Reply: The Project Charter has been prepared but approval is contingent on SBE's receipt of FY03 Requirements payments from the Federal government (see Section 8.04: Availability of Funds). SBE has applied and is waiting for release of the funds. Once the funds are received, we will resubmit the Charter for the Development approval.</p>
C21	T7.1	<p>Regarding general data export capability, please clarify the requirement to copy the file to diskette, hard disk, tape, or CD-ROM. Is the Contractor expected to provide a solution that supports all of these media, or may we assume that if we can produce an electronic file, it can be copied onto whatever media is supported at either the central or a local location?</p> <p>COV Reply: The Offeror should provide a solution that supports all of these media.</p>
C22	T7.2	<p>Please provide further clarification on the need for "at least three print queues." Given that the VERIS solution will differ significantly from the current VVRS, will the Commonwealth allow the vendor to propose its best approach to printing?</p> <p>COV Reply: Each locality must have the ability to print labels (on label stock), voter cards (on pre-printed forms) and other information and data (on plain paper). Each locality now has at least one printer capable of printing from three paper sources. Each locality also should have the ability to manage its own print jobs. The Commonwealth will consider any other solution if it meets the needs of the localities.</p>

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C23	T7.2	<p>Does this requirement mean that the Commonwealth intends to re-use all existing printers in each locality? If so, can the Commonwealth provide a list of these printers?</p> <p>COV Reply: In 1999, SBE purchased each locality an HP Laserjet 4050 (Network). Some localities have upgraded since. It is the Commonwealth's intent to use existing equipment where possible and to purchase additional equipment only where necessary. As localities' IT needs are met by the localities and not by SBE, we do not have a complete inventory of every piece of equipment in every locality but anticipate completing such an inventory as part of the Project Planning phase of the VERIS Project.</p> <p>Offerors may suggest a solution that will provide efficient printing to remote print devices located through out the state, as well as high speed print devices located at VITA (and, perhaps, at remote locations).</p>
C24	T8.1	<p>Would the Commonwealth consider an archiving solution that does not physically remove archived information from the database? In most cases, this information must be retained on the central system for historical reporting.</p> <p>COV Reply: Offerors should propose their best solution. The Commonwealth welcomes any solution that provides the best value, i.e., ease of use, cost effectiveness, permanent archiving data until it is no longer needed, etc.</p>
C25	T12.1	<p>Please confirm that implementation of all 9 interfaces listed should be priced and included in the vendor's proposal.</p> <p>COV Reply: The Commonwealth is providing revised Proposal Cost Tables as part of the Cost Proposal submission format. Please see the Addendum # 2 dated June 30, 2004.</p>
C26	Cost Proposal	<p>Will the Commonwealth provide vendors a common format to respond to the pricing section?</p> <p>COV Reply: Please see Addendum # 2 (Revised Attachment H "Proposal Cost Tables")</p>

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E32	Appendix H – Proposal Cost Tables – Table 1	<p>Please clarify the following for Table 1 of Appendix H.</p> <p>A) Where do we include our pricing for the proposed networking solution?</p> <p>COV Reply: See Table # 1 of the Revised Appendix H: Proposal Cost Tables provided with Addendum # 2.</p> <p>B) Item B asks for a one-time cost of the package. If the vendor’s solution is a COTS product, there will be two components of cost. One will be the one-time license fee for the product. Additionally, there will be many activities across all phases of the project which are required for the implementation (such as project management, requirements validation sessions, creation of new business workflows, full Integration/System testing, two parallel testing runs, user acceptance testing, etc...). These are not necessarily “customization” activities rather they are implementation activities. One suggestion is to have the vendors break out the costs across each phase of the project so that it is clear to the SBE what is included within each component of cost. <u>Where should the costs for these implementation items be included?</u> If the solution is custom development, one would logically include these within item B.</p> <p>COV Reply: The one-time cost of the COTS (initial license) should be included in Table # 1, A. The subsequent updates and maintenance of the VERIS (customized COTS package) should be in Table # 2. For the project implementation cost, see Table # 11 of the Revised Appendix H: Proposal Cost Tables provided with Addendum # 2.</p> <p>C) Should Table 1 include the costs of all effort associated with the Warranty period? If so, which item should contain these costs or should this be a separate line-item?</p> <p>COV Reply: See the Revised Appendix H: Proposal Cost Tables.</p> <p>D) Assuming the vendor is responsible for the full installation, configuration and testing of central site hardware and software (servers) within the VITA data center, where shall this cost be included?</p> <p>COV Reply: See Table # 8 and # 9 of the Revised Appendix H: Proposal Cost Tables.</p> <p>E) Regarding item J – Client (PC/workstation) hardware B1. Shall we also include the price for the printer or other client hardware? How about client software?</p> <p>COV Reply: Do not include the cost of printers. See the Revised Appendix H: Proposal Cost Tables. The cost of workstation hardware and software configuration should be included as specified in your response to Appendix B:</p>

		<p><a href="#">Technical Requirements, Section T4.3.</a></p> <p>B2. Please confirm the Cost column to contain the total cost of client hardware across all localities? If so, then can we receive some assumptions regarding the total number of workstations, so that all vendors can be consistent? (Should we assume 300 or 600?)</p> <p><a href="#">COV Reply: The Commonwealth will determine the total number of units required for all localities. See the Revised Appendix H: Proposal Cost Tables, Table # 12 for Client hardware, software, and installation costs.</a></p> <p>B3. The comment indicates we should include the cost for only one unit. We are assuming that this “unit cost” is to be included within the comment section. Please confirm.</p> <p><a href="#">COV Reply: See Table # 12 in the Revised Appendix H: Proposal Cost Tables.</a></p> <p>B4. Our solution includes imaging so you have asked us to allow for full testing of this solution (response to E5). Where should we include the price for the imaging hardware required to test the solution?</p> <p><a href="#">COV Reply: Include the imaging cost in Table # 8 in the “Other Hardware” by listing its description.</a></p>
E33	Appendix H – Proposal Cost Tables – Table 2	<p>A) Please confirm that the first year cost for maintenance and support should begin in December 2006 (after warranty concludes). Refer to COV response to E3b, which states that maintenance and support should start at the end of warranty.</p> <p><a href="#">COV Reply: Yes.</a></p> <p>B) Should the costs in Table 2 include a separate breakout for the annual license fee for the COTS product as well as the resource expenses associated with providing maintenance and support?</p> <p><a href="#">COV Reply: Yes. See the Revised Appendix H: Proposal Cost Tables.</a></p> <p>C) Should the costs in Table 2 include the costs for the vendor to provide field support for client workstations and other hardware? This work was not included within the SBE definition of Operational Management Support to be provided by VITA. Can we assume that the vendor should include this cost in Table 2 if we feel it is part of the “best solution for on-going maintenance and support of the system”?</p> <p><a href="#">COV Reply: No.</a></p>
E34	Appendix H – Proposal Cost Tables – Table 3	<p>A) Table 3 – 5 Years Total System Cost, is assumed to be a summary of Table 1 (one-time costs) and Table 2 (recurring costs after warranty). Please confirm.</p>

		<p>COV Reply: Yes.</p> <p>B) If this is the case, then we would not include the full five years of costs included within Table 2 (Recurring) since the Implementation period will consume approximately 14 months of the five year period. Please confirm that we should not include all five years of maintenance costs from Table 2.</p> <p>COV Reply: The warranty period is one (1) year from the acceptance date; its cost should be included in Table # 1. The VERIS update license, maintenance and support should be listed for the full five years after the warranty in Table # 2. See the Revised Appendix H: Proposal Cost Tables.</p>
E35	Appendix H – Proposal Cost Tables – Table 4- 10	<p>Please confirm that Tables 4 – 10 are intended to provide the COV with further detail from Table 1.</p> <p>COV Reply: Yes.</p>
E36	Appendix H – Proposal Cost Tables – Table 8 and 9	<p>Within table 8 (Hardware Costs) and 9 (Software Costs), please confirm that we are not to include the cost of installation or configuration of equipment. Assume that this is intended to be pure hardware and software costs? If this is true, then where should the vendor include the costs for the vendors work in this area (includes analysis, design, development of configuration specifications, installation and testing). See question above for Table 1.</p> <p>COV Reply: See Table # 8 and # 9 of the Revised Appendix H: Proposal Cost Tables.</p>
E37	Main RFP Section 4.01 – L Key Personnel (COV response to Q# E12)	<p>The COV have listed specific positions to be included as “key personnel”. Can the vendor recommend different positions for key personnel that will best complement the proposed solution, as long as the approach for these functions is clearly articulated in our response?</p> <p>COV Reply: Different key personnel may be specified and subject to acceptance by the Commonwealth.</p>
E38	Section 2.01 – Response to question B6	<p>With a planned parallel run on November 8, 2005, it will be difficult to complete parallel verification and final cutover activities within the remainder of the month of November 2005, as requested. Of specific concern is the availability of SBE staff given the workload surrounding elections. To ensure proper quality of the cutover, is there some flexibility for the vendors to propose final cutover and validation/sign-off activities that roll into December 2005?</p> <p>COV Reply: Parallel runs are for a specific number of representative localities. The Federally mandated deadline is January 1, 2006, therefore final cut over and validation/signoff activities can be in December. However, full localities and SBE staff may not be available due to holidays and vacation.</p>



Q #	RFP Section or Paragraph #	Question
D16	Appendix A, section B8.3 (E), Verify Petitions – Track Signatures	<p>This section refers to authorized users being able to search for voters by using the last four digits of the registration number. Does this mean the last four digits of the social security number instead?</p> <p><a href="#">COV Reply: Yes, last 4 digits of SSN. Please see Appendix A, Requirement number B3.1, which defines the SSN as the “Registration Number.”</a></p>
D17	Appendix B, Section T1.1 Documentation	<p>This section requires the delivery of specific sets of documentation in hardcopy form, yet further on in the same section it states that the contractor may submit complete on-line sets of documentation. Are we correct to assume that if on-line documentation is submitted that no hardcopy documentation is then required?</p> <p><a href="#">COV Reply: Yes.</a></p>
D18	Appendix B, section T4.4, Network Architecture	<p>This section indicates that the offeror is to discuss a recommended architecture. The cost sheets circulated on 6/23/04 have no line item for network costs. Is it correct to assume, therefore, that offerors are not to price network hardware, software and installation, but rather simply propose a network design?</p> <p><a href="#">COV Reply: The price should be included; see the Revised Appendix H: Proposal Cost Tables.</a></p>
D19	Appendix B, section T5.1, Data Entry	<p>Should offerors propose all additional hardware such as signature capture devices at the polling location and supporting hardware which will vary based on the capture device chosen? Does the interface with the capture device need to be real time, and if so, is it necessary to propose the networking to all the polling places?</p> <p><a href="#">COV Reply: There is no requirement for capturing the signatures at the polling places. This functionality is for SBE and local registration offices. Include the hardware devices cost associated with testing of signature imaging capability in the Other Hardware; See the Revised Appendix H: Proposal Cost Tables.</a></p>
D20	Appendix B, section T10.4, Encryption	<p>Is the intent of this requirement to encrypt data that is stored in the relational database system and any temporary 'working' copies of the data?</p> <p><a href="#">COV Reply: All critical or sensitive data will be encrypted both in transit and at rest as defined by VITA during contract negotiations.</a></p>
D21	General Question	<p>Will the state be providing the 4M records that are required for product demonstration, or will the Offeror be required to create the data independently? If the state is providing data, would it be possible to divulge the record's format, and can the data be posted prior to the 1 week notification of finalists for demonstrations as defined in the RFP/questions?</p> <p><a href="#">COV Reply: No, the Commonwealth will not provide the data. See previously posted answer to question # D1.</a></p>

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A14	Sec 8.25	<p>Can we get a copy of the Performance and Payment Bonds that we are expected to provide upon award of the contract?</p> <p>COV Reply: Sample forms are available for review at the website indicated below. Be advised that these forms have Construction references and the Commonwealth is currently working on a generic form for other than Construction procurement.</p> <p><a href="http://forms.dgs.virginia.gov">http://forms.dgs.virginia.gov</a> Click DEB forms on left and look for DGS-30-084 and DGS-30-088</p>
A15		<p>For network architecture, we need to know how many people are in each county. Can this info be provided please?</p> <p>COV Reply: See Appendix B: Section T3.1 for concurrent users (600 scalable to 1200).</p>
A16	Appendix B.	<p>Do you need pricing for a new network, if we find the existing Infrastructure to be inadequate? Does this need to be shown on the Cost Sheet?</p> <p>COV Reply: Offerors may submit whatever is necessary for their connectivity solution between localities, SBE and COV network. The cost should be specified in revised Appendix H located in Addendum 2, dated June 30, 2004: Proposal Cost Tables, Table 1, K.</p>
F.13	Revised	<p>Offeror requested an estimated time schedule of activities which was provided in the Commonwealth's responses to questions dated June 23, 2004. Below, please find a revised. <b>Anticipated/Projected RFP 2004-035 Timeline</b></p>

**VERIS**  
**Anticipated/Projected RFP 2004-035 Timeline (Revised 06/30/04)**

	Description of Tasks	Time Required	Completion Date
1.	RFP Release	10 Days	Friday 06/03/04
2.	RFP Pre-proposal Conference	1 Day	Friday 06/15/04
3.	Responses Due from Pre-proposal Questions	-----	Friday 06/18/04
4.	Last Day to Receive Questions from Offerors	-----	Friday 07/02/04
5.	RFP Proposals Due Deadline	5 Weeks	<b>Tuesday 07/13/04</b>
6.	Evaluation of Proposals	10 Days	<b>Tuesday 07/27/04</b>
7.	Offerors Oral Presentations and Live Product Demonstrations *	≤ 20 days	<b>07/14/04 – 08/03/04</b>
8.	Recommendation to the CIO for Contract Award	1 Day	<b>Wednesday 08/04/04</b>
9.	Approval from the CIO on Contract Award	5 Days	<b>Wednesday 08/11/04</b>
10.	Negotiations and Contract Signing	<b>≤14 Days</b>	<b>Tuesday 08/31/04</b>

- Selected Offerors only

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